



Partial Loss of Service Procedure

In cases of partial loss of service, such as several inoperable CA positions, local area network outages, CTI's on-site technician will notify CTI's Captel Service relay center to schedule repair. Only those partial losses of service that are service affecting in excess of 15 minutes will be called into the TRS Provider's Technical Representative.

Disaster Recovery Follow-Up

If the problem is within CTI's relay center, maintenance can usually be performed by CTI's on-site technicians. CTI retains hardware spares at its Captel Service center to allow for the most common type of repair required without the ordering of additional equipment.

Time Frames for Service Restoration

Complete loss of service

Due to CTI Equipment

- Normal business day - A technician is on site during the normal business day. The technician will provide parts and / or resources necessary to expedite repair of the most common problems within TWO hours.
- Outside of the normal business day - A technician (either CTI's or a contractor) will be on-site within FOUR hours. The technician will then provide parts and /or resources necessary to expedite repair of the most common problems within TWO hours.

Due to Utilities or Disaster at the Center - Service will be restored as soon as the utility is restored provided the CTI Equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to CTI Equipment).

Due to Telco Facilities Equipment - It will be at CTI's discretion to dispatch a technician. The normal Telco escalation procedures will apply:

- two hours at first level,
- four hours at second level, and
- eight hours at third level.



These hours of Telco escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

Partial loss of service

Due to CTI Equipment

- Normal business day - A technician is on site during normal business hours. The technician will provide parts and / or resources necessary to expedite repair of the most common problems within FOUR hours.
- Outside of the normal business day - A technician (either CTI's or a contractor) will be on-site within EIGHT hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within FOUR hours.

Due to CTI Position Equipment - A technician (either CTI's or a contractor) will be on-site within EIGHT hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and /or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic the equipment will be repaired at CTI's discretion.

Due to Telco Facilities Equipment - It will be at CTI's discretion to dispatch a technician. The normal telco escalation procedures for a partial outage will apply:

- eight hours at first level
- twenty-four hours at second level.

These hours of Telco Facility escalation are all during the normal business day, so a service request may be extended from one day to the next.

Due to the destruction of a Captel Call Center – Captel has established contingency plans in the event of a complete and extended loss of a Captel call center. The plan includes a number of steps based on the estimated duration of the outage and takes advantage of the relative short travel time between the Madison Wisconsin and Milwaukee Wisconsin call centers.

The first phase is organized to initiate the recovery process within hours and can be fully completed within days. This involves expanding service into available space in the operating call center locations and other Captel facilities

- All training seats are configured and immediately ready to take production traffic.



- Establish additional production seats in unused and available space within the existing facilities.
- Establish regular shuttle services to transport qualified CAs and staff from the outage area to and from the expanded facilities.

The recovery plan includes a second phase for extended outages. To support this longer duration, Captel has identified additional disaster recovery locations with appropriate facilities in the metropolitan area of each of the call centers.

4.1.7 ACCOUNT REPRESENTATIVE

The Operator shall assign an account representative for the State of Colorado. The account representative shall possess excellent communication skills in both American Sign Language (ASL) and written English. The account representative may also be a resident of the state served by the Operator. Operator shall describe the full duties and responsibilities of the account representative, including a job description, responsibilities to be performed, Colorado shall be assigned to the representative, where the representative's primary office is located, what portion of the time the representative will be in Colorado, the community and business group meetings that will be held, and the respective roles of the account representative and other support staff. The handling consumer complaints, billing, reporting, contract management, and other duties as may be assigned. The individual assigned as account representative is subject to approval by the State Relay Administration.



AT&T Response:

AT&T has read and meets this requirement.

The Account Manager that will be assigned to support the Colorado Relay contract will be **Kenya Lowe**. Kenya is an active member of the deaf community and has received many recognitions and accolades from organizations such as “National Black Deaf Advocates” and “Deaf Michigan Pageant Organizers.” She has been featured on numerous articles and videos. She has served as Mistress of Ceremonies for Deaf Hope and has a television program called “Street Beat” on Detroit’s Channel 50. Kenya is excited about bringing her talents, experience and network to relay users in Colorado.

Kenya is well versed in all aspects of the TRS industry and is an experienced Channel Manager. She is also AT&T’s Subject Matter Expert on Deaf/Blind issues. She currently supports the Michigan Relay Service and will maintain her primary office in Livonia, MI.

She will spend a minimum of 50% of her time supporting Colorado Relay Service where she will work to increase awareness of the state’s relay services, schedule and attend meetings with community members, business groups, and the Advisory Council. She will also represent Colorado Relay at various events and conferences.

Following please find Kenya’s job description followed by a copy of her resume.

Click on any one of the following links to see videos of Kenya:

Video #1:

<http://www.youtube.com/watch?v=hgztaGJqX68>

Video #2:

<http://www.youtube.com/watch?v=XYWlc2jaDNe>





AT&T – Customer Information Services

Job Title: TRS Channel Manager

Position summary: Responsible for planning, coordinating and implementing outreach activities and marketing initiatives to promote state Telecommunications Relay Services (TRS), Captioned Telephone Services, and other AT&T Relay products and services to the all segments of the user community including individuals who are hearing, have a hearing or speech loss, or are deaf/blind. Also responsible for establishing and maintaining successful relationships with state advocates, state regulatory agencies, state relay administrator or delegate, and other key stakeholders. Other responsibilities include:

- Preparing detailed monthly reports
- Responding and addressing quality of service issues
- Developing personalized presentations targeted toward specific market segments
- Collaborating on designs for print and other media collateral
- Management of website content

Travel required as needed to attend meetings, conferences, and presentations.

Preferred education, experience and skills:

- Knowledge of Deaf Culture
- Ability to competently communicate using American Sign Language
- Excellent presentations skills
- Demonstrated competency with MS Office
- Direct work experience with or knowledge of Telecommunication Relay Service and Captioned Telephone Relay Services is preferred
- Experience in public relations activities
- Ability to organize and prioritize work and meet deadlines
- Strong written, analytical and interpersonal skills



Kenya Lowe

30420 W. 10 Mile Road ♦ Farmington Hills, Michigan 48336 ♦ (313) 406-8973 ♦ lowekenya@att.net

Objective

To obtain a position that will enable me to use my strong organizational skills, educational background, and fluency in American Sign Language, as well as my ability to work well with people.

Profile

Ambitious self-starter who shows initiative and takes charge, possessing personal persuasiveness and a willingness to take on additional responsibilities. Self-motivated, passionate, personable business professional with 10 years of TRS industry experience. Focused and competent, with a demonstrated ability to easily transcend cultural differences. Thrives in deadline-driven environments. Excellent team-building skills. Not afraid to present new ideas and recommendations.

Skills Summary

- | | | |
|----------------------|------------------------|--------------------|
| ♦ Project Management | ♦ Computer Savvy | ♦ Professional |
| ♦ Outreach | ♦ Marketing | Presentations |
| ♦ Event Planning | ♦ Research | ♦ American Sign |
| ♦ Advocacy | ♦ Training Development | Language/English |
| ♦ Social Media | ♦ Community Television | Translations |
| ♦ Web management | News Reporting | ♦ Video Captioning |

Professional Experience

COMMUNICATION: REPORTS/PRESENTATIONS/TECHNOLOGY/TRAINING

- ♦ Support contract compliance for Michigan Relay Service
- ♦ Establish and deliver relay outreach presentations for local customers, businesses and associations, providing relay culture, sensitivity training, and customer advocacy, to increase awareness and access to communications for Deaf, hard of hearing and speech impaired consumers.
- ♦ Conduct small-group sessions concerning AT&T Relay products and services
- ♦ Create and produce scripts for filming and captioning instructional videos for the relay website.
- ♦ Design and deliver Deaf Culture, Deafblind Technology training and support materials.
- ♦ CW50 Street Beat Community News Correspondence: Report deaf and hard of hearing news for local Detroit television station.
- ♦ Prepare complex reports for Operator Services and the Public Utilities Commission, ensuring full compliance with state relay contract requirements, and deadlines for Michigan Relay.
- ♦ Develop and implement American Sign Language curriculum for an Interpreter Training Program.

MANAGEMENT/CUSTOMER SERVICE/MARKETING/PROBLEM SOLVING

- ♦ Develop and implement target marketing and outreach events and activities for relay product and services.
- ♦ Identify opportunities to expand consumer outreach/education
- ♦ Assist with creating, editing, and designing print advertising/marketing collateral for relay products and services.
- ♦ Support new product development and implementation.
- ♦ Serve as a core member of the VRS implementation team providing valuable feedback to support a successful launch of the service.
- ♦ Call Center Management in union environment



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MEMBERSHIPS ORGANIZATIONS AFFILIATIONS

- ♦ AT&T Employee Resource Group, Individuals with Disabilities Enabling Advocacy Link (IDEAL)
- ♦ Deaf Community Advocacy Network, Board Member
- ♦ Facundo Element: Project Humanity- Deaf film making
- ♦ Michigan Coalition for Deaf and Hard of Hearing
- ♦ Michigan Deaf Association
- ♦ Black Deaf Advocates
- ♦ National Association of the Deaf
- ♦ Division on Deaf and Hard of Hearing (DODHH):
Member of Rules and Regulations Advisory Board for Deaf Person's Interpreter Law under DODHH
- ♦ Member of National Deaf Blind Equipment Distribution Program Michigan Task Force
- ♦ Miss Deaf Michigan Pageant Association- President (2003-2007): Provide leadership training and development opportunities to Deaf and hard of hearing youth.

AWARDS ACCOMPLISHMENTS

- ♦ Nominated and awarded the AT&T CIS Service Excellence Award for support with implementing key requirements of the CA Relay contract in the areas of: outreach and marketing, development of the deaf-blind and technology training, mentoring, coaching, and training of two new channel managers, and one new product marketing manager, all while still providing effective outreach support to Michigan.
- ♦ Facilitated the filming of relay "How To" videos by the AT&T Channel Managers, saving AT&T approximately \$40K in film production costs.
- ♦ Featured in a documentary by OIC Movies about leaders within Michigan's Deaf community.
- ♦ Miss Deaf Michigan (1999)

Employment History

AT&T – Livonia, Michigan
Channel Manager, 2009 to Present

SBC (AT&T) MICHIGAN RELAY CENTER – Dearborn, Michigan
Outreach Staff Manager, 2001-2009

OAKLAND COMMUNITY COLLEGE, BAKER COLLEGE
Adjunct Professor, 2005-2007

Education

MICHIGAN STATE UNIVERSITY – EAST LANSING, MICHIGAN
Bachelors of Arts Degree- Deaf Education/Special Education, 2001



4.1.8 OUTREACH, EDUCATION AND RELATED EXPENSES

Colorado Relay will provide limited funding for pre-approved outreach efforts. The selected vendor is the primary beneficiary of increased TTS usage resulting from marketing and outreach efforts. As such, the selected vendor shall primarily fund outreach efforts.

AT&T Response:

AT&T has read and will comply.

We understand that upon award of the contract, AT&T will be primarily responsible for funding marketing and outreach efforts.

Colorado Relay will fund outreach efforts for services provided as a Colorado Relay service. The selected vendor must consult with and obtain approval from the State Relay Administrator for all outreach associated with Colorado Relay.

AT&T Response:

AT&T has read and will comply.

Our account manager, Kenya Lowe, will consult with and obtain approval from the State Relay Administrator for all outreach associated with Colorado Relay.

The selected vendor shall design and prepare an annual Relay Colorado Outreach Plan that includes a budget and accompanying budget must be annually submitted to the State Relay Administrator. The Outreach Plan provide a high level summary of the Relay Colorado Outreach Plan in the bid that will indicate the amount of the budget and staffing to be allocated to the various outreach and educational efforts in the plan.

AT&T Response:

AT&T has read and will comply.

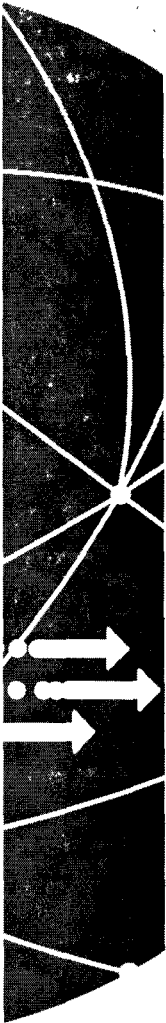
AT&T will design and prepare an annual Relay Outreach Plan. This plan and the accompanying outreach budget will be submitted annually to the State Relay Administrator by March 1st.



AT&T will design and prepare an annual Relay Outreach Plan. This plan and the accompanying outreach budget will be submitted annually to the State Relay Administrator by March 1st.

AT&T commits \$100,000 in annual Outreach and Marketing for Colorado Relay. Kenya Lowe will have primary responsibilities of working with the SRA and the Advisory Council and will have all the support and resources available by AT&T to manage this important responsibility including assistance from her team members when needed and appropriate.

Below is a high level summary of the Colorado Relay Outreach Plan. These estimated amounts and details of the plan may change after consultation with the SRA.





Total Annual Outreach Budget: \$ 100,000 – provided by AT&T	
Dedicated to TRS Outreach	\$ 40,000
Dedicated to CapTel Outreach	\$ 60,000
Overall Outreach Goal:	To increase awareness of the state's relay programs and services through targeted advertisement, promotion, and consumer education to all demographic market segments throughout the state including people with and without disabilities.
Targeted groups:	<ul style="list-style-type: none">- Hard of hearing- Elderly and senior citizens- Deaf- Businesses- Government services- Church groups- Advocacy organizations- Care givers- Assisted Living centers- Better Business Bureaus- Social services organizations- Schools for the deaf and disabled- Disability Support Groups- Professional organizations for doctors, speech language pathologists, audiologists, etc.- Hospitals and retirement homes- Medical and Health care Associations
Medium and Collateral	<ol style="list-style-type: none">1. Captioned Videos, DVDs,2. Videos in ASL3. Print (brochures, flyers, articles, newsletters, newspapers, etc.)4. Instruction manuals in English/Spanish5. Website6. Power point Presentations



	<ul style="list-style-type: none">7. In person training sessions8. Public Service Announcements9. Social Media10. Website11. Educational Letters (Did you know...)12. Trinkets (pens, key holders, magnets)
Other	<ul style="list-style-type: none">a) State wide conferences (i.e.. Associations for the Deaf, Hearing Loss Association of America, AG Bell, State Agricultural Trade Show, etc.)b) Nine Top Fortune 500 Companies in Colorado

High-Level Planning Timeline to Launch of Service:

March 2012:

- Contract negotiated and executed
- Introductory call with SRA and AT&T Account Manager and schedule first face to face meeting with Advisory Council

April 2012:

- Face to Face meeting with SRA/Advisory Council
- Review existing outreach/collateral
- Develop timeline
- Agree on goals, targets and timeline

May 2012:

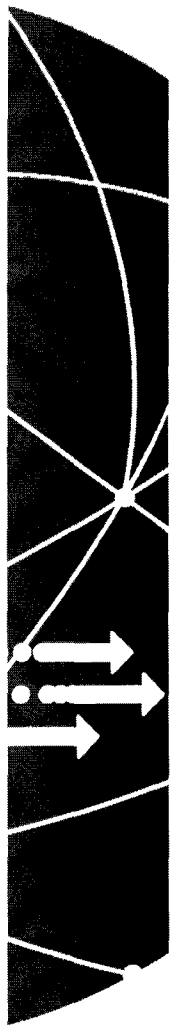
- Share draft of print collateral
- Begin work on transition of website responsibilities
- Develop 3rd quarter and 4th quarter outreach opportunities/events
- Collaborate on contents for video, DVDs, consumer outreach training session

June 2012:

- Finalize print collateral for launch of service



- Develop consumer education flyers
- Identify and establish “Getting to know your relay provider” training and open forum sessions. This will include any new features, changes from previous provider to new provider, etc.





The Kenya Colorado Outreach Plan will be funded by the State and the Offeror. Regarding the dollar amount budgeted for the State's portion of the Outreach Plan, the State does not have an outreach dollar amount designated, but anticipates providing a fixed amount of \$100,000 or less. Regarding the dollar amount budgeted for the Offeror's portion of the Outreach Plan, the State's position is that the Offeror is the primary beneficiary of marketing and outreach, and therefore, it does not have a specific dollar maximum on the Offeror's portion of the plan. The State is not willing to guarantee that the Offeror match the State's portion for the years Kenya Colorado Outreach Plan, and should the Offeror decide to apportion additional funding for the Offeror's portion of the plan, the State will leave the dollar determination to the discretion of the Offeror.

AT&T Response:

AT&T has read and will comply.

As mentioned above, AT&T commits a minimum of \$100,000 annually to fund Outreach and Marketing events in Colorado. We understand that the State will also provide funds that will be used for Outreach and Marketing.

The State's portion of outreach will be reimbursed to the vendor through the monthly invoicing process based on actual pre-approved reimbursable expenses. The State's portion of outreach is not a fixed monthly charge nor should it be calculated into the price per minute.

Offerors must indicate in their response to this section their annual budget for the Kenya Colorado Outreach Plan.

AT&T Response:

AT&T has read and will comply.

We understand that the State's portion of Outreach and Marketing expense will be reimbursed through the monthly invoicing process and based on actual pre-approved reimbursable expenses. The state's portion of outreach HAS NOT been calculated into the price per minute.



4.1.8.1 Advertising. Offerors shall provide examples of advertising materials that have been shown to have proven effective in other states and which could be modified for use in Colorado. The materials shall have primary emphasis on the health care industry and shall be approved by the State. The materials shall be submitted by the offeror and shall be submitted by the offeror. The materials shall be submitted by the offeror and shall be submitted by the offeror. The materials shall be submitted by the offeror and shall be submitted by the offeror.

AT&T Response:

AT&T has read and meets this requirement.

As clarified by the state's response to bidder's questions, we understand that the State may reimburse the provider for any pre-approved sponsorships, promotional items, advertising and Public Service Announcements that are part of the state's contribution to outreach/marketing activities.

We have provided a few examples of advertising materials and programs that we have implemented in other states and which could be modified for use in Colorado.

Please see Appendix 4 for examples of collateral used in other states.



4.1.8.2 Relay Colorado Website. The Offeror shall maintain and update the Relay Colorado website as well as relay colorado.com using the AT&T Managed CMS system. The Offeror shall ensure the website content reflects current relay services and data consistent with the SRA on current. The Offeror will provide all front website functionality at the request of the State to be approved by the SRA. Annual website hosting expenses and any additional functionality will be reimbursed by the State through the monthly invoices only.

AT&T Response:

AT&T has read and meets this requirement.

We will be pleased to maintain and update the website for the Relay Colorado as specified above. We have experienced webmasters on the AT&T Relay team that have demonstrated skills doing this type of work. One of our webmasters, Jose Aguilera, is the former co-founder and webmaster of Gallaudet.dailyjolt.com. He has also created, designed, and maintained other websites. Others skills in Jose's portfolio that can be of value in maintaining the Colorado Relay website include the following:

- Web streaming
- Video editing
- Java Script
- HTML
- Dreamweaver
- Photopshop
- FTP

Our other webmaster is April Lindbergh. April currently maintains and updates the AT&T Relay Website at www.att.com/relay and all the microsites for our state contracts.

Both Jose and April will work closely with State Relay Administrator to ensure the information posted on the website is current and appropriate.

We understand that the annual website hosting expenses and any new functionality not currently part of the CMS system will be reimbursed by the State through the monthly invoicing provided.



4.1.8.3 Additional Community Outreach. The offer shall provide example of how the offeror will reach the state community as part of its annual outreach activities. The offeror shall provide a plan for a Community Outreach Committee (COC) to be set up to coordinate and provide different groups of relay users including members of the local, state and national deaf and disabled communities. The offeror will arrange and provide, but not be limited to, the following services required for these meetings that are typically held annually: (1) transportation expenses will be reimbursed by the State through the following month's billing; (2) any other community outreach activities that are approved by the SRA will be reimbursed by the State through the following month's billing.

AT&T Response:

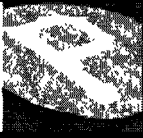


AT&T has read and meets this requirement.

We will be happy to arrange and provide interpreting services as well as other services required for the annual meetings held with the State Relay Advisory Council. The Colorado Relay Channel Manager, Kenya Lowe, will work with the SRA for the logistics in order to arrange the requested services for each meeting. We understand that these associated expenses will be reimbursed by the State through the following month's billing.

Our channel managers are active in many different types of community outreach events. In Virginia, our Channel Manager, Matt Myrick, hosted a "Relay Jeopardy" game to increase awareness of the VA Relay Service.


Another community event that was hugely successful as a community outreach event took place in Pennsylvania to support the Pennsylvania Relay Service where we hosted a day at the ball park. Following is a flyer that was used to promote the event. We would be happy to work with the SRA and the State Relay Advisory Council to host a similar types of events for Colorado.





PA Relay Deaf Awareness Night

Friday, August 19th at 5:30 PM
(game begins at 7:05 PM)



PA Relay and AT&T Relay would like to invite you to a fun night out at PNC Park to watch the Pittsburgh Pirates take on the Cincinnati Reds.


PA Relay is inviting the first 140 guests from the Pennsylvania hearing and speech loss community to attend the game with a chance to win a \$50 AT&T Promotion Card (limit 10 cards)! Come join us at the Community Treasures Table by the left field entrance at 5:30PM to learn more about PA Relay and AT&T VL5 & YP™ for video relay users.

Admission includes one **FREE** ticket in the Infield Grandstands (no reservations permitted) and one **FREE** drawing ticket per person from PA Relay for the first 140 guests (all guest must be present to win). PA Relay Deaf Awareness Night is sponsored by AT&T Relay.

If you have any questions or concerns, please contact PA Relay Channel Manager, Matt Myrick at mm9628@att.com or 703-962-7169 (videophone). See you there!

PA RELAY

Communicate by phone with people who have hearing or speech loss

Rethink Possible 

No purchase necessary to enter or win. Ends on August 19, 2011. Open to US residents age 18 or older. Other restrictions apply. Void where prohibited. See Official Rules for complete details. © 2011 AT&T Intellectual property. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual property. The PA Relay logo is copyrighted by the Pennsylvania Public Utility Commission. AT&T and PA Relay have the expressed written consent to use the MLB logo above for the promotion of the August 19th group outing.



4.1.8.4 Travel reimbursement. The Offeror will pay for travel reimbursement for SRAs or proxies to attend the annual meetings and for the SRAs and proxies to attend all other national and state-level and the National Association of State Relay Administrators meetings and any possible yearly meetings on SRA item status, as well as the agency for state-level SRAs, TTY providers, and/or other travel directly related to effective administration of the relay network. The cost may be reimbursed by the State through the following:

AT&T Response:

AT&T has read and meets this requirement.

As clarified by the state's response to bidders' questions, AT&T understands that once travel on behalf of Relay Colorado has been completed, the State of Colorado reimburses the traveler. The State Relay Administrator will then issue an invoice to the provider for a refund for these incurred travel expense. The provider then issues a check and captures these expenditures in the Outreach section of the monthly relay invoice.

4.1.9 REPORTS

The Offeror will provide monthly billing statement, performance reports, and contact reports which are deliverable. SRAs will monitor whether the TKS is meeting customer needs and if not, they will continue to stay on.

AT&T Response:

AT&T has read and will comply.

We will provide a monthly billing statement, performance reports and a customer contact report which includes complaints, inquiries, and commendations to the state relay administrator at a mutually agreeable date each month. AT&T proposes the 15th business day of each month to provide the reports for the previous month.



4.1.9.1 Invoice (Billing Statement). This information must be accessible to the State, through a web report or other similar auditable mechanized service. The Colorado Public Utilities Commission would prefer to receive billable summaries and supporting documents in email with the ability to access the full billing statements upon request. It is expected that these invoice agreements are subject to modification by the parties to the agreement.

Total costs for TTY and captioned telephone service

Total Monthly In-state central TTY Minutes of Service

Total Monthly Reimbursable Outreach Expenses

AT&T Response:

AT&T has read and will comply.

AT&T will provide a monthly invoice, via electronic media acceptable to the State, by no later than the 15th working day following the month of service, or in the event that the 15th working day falls on a weekend or on a holiday recognized by the State, the information will be provided on the subsequent business day. The information provided will be reconcilable to source data, e.g., Network reports, and will further be supported by reports.

The detailed invoice will include billable minutes and rates, total costs for captioned telephone service, and reimbursable outreach expenses. We will use an accounting period of the calendar month. The invoice will be provided to the Colorado Public Utilities Commission and/or the State Relay Administrator. The invoice and other supporting documents will be prepared in a manner that will allow the Administrator or the Colorado Public Utilities Commission to audit the invoice.

4.1.9.2 Performance Reports. This information must be available electronically, preferably through a web interface that would allow the SRV the ability to generate reports as needed.

Total number of relayed calls handled by the TRS for any given time period

Traditional TRS and captioned telephone statistical information reported to the State Relay Administrator



AT&T will provide the following percentage of data for the following reports:
1. Call detail records (CDR) by state, month, area code, and time of day (TOA)
2. Call detail records (CDR) by state, month, area code, and time of day (TOA)
3. Call detail records (CDR) by state, month, area code, and time of day (TOA)

AT&T will provide the following percentage of data for the following reports:
1. Call detail records (CDR) by state, month, area code, and time of day (TOA)
2. Call detail records (CDR) by state, month, area code, and time of day (TOA)
3. Call detail records (CDR) by state, month, area code, and time of day (TOA)

AT&T will provide the following percentage of data for the following reports:

1. Call detail records (CDR) by state, month, area code, and time of day (TOA)

2. Call detail records (CDR) by state, month, area code, and time of day (TOA)

AT&T Response:

AT&T has read and will comply with this requirement.

We will provide all of these reports requested above in electronic format. AT&T has designed and developed its own sophisticated reporting system called "SARG" (Special Aggregated Reports Generator). The specialized and proprietary program used with SARG enables AT&T to capture more than 130 unique bits of information on every single call detail record and for every kind of relay call handled through AT&T. This reporting system facilitates our ability to easily provide all the different types of reports requested by the state in this section and enables us to be able to support any other ad hoc reports that the state might request in the future.

The SARG data repository continuously pulls call data from AT&T Relay centers to a highly secured AT&T Terabyte data center in Wayne, PA. Once there, the data is organized, aggregated, and securely stored for the next billing cycle. This data is then warehoused for 24 months and then ultimately vaulted in an off-site location. However, this data is still retrieval if needed.

The accuracy of our reports has been thoroughly tested over the years and has sustained detailed audits by federal agencies such as the National Exchange Carrier Association and state relay administrators. We are confident that our experienced reports management team will be able to provide detailed performance reports that support the monthly billing statements.



AT&T does not use any subcontractors to handle its TRS billing and recording of call data for the preparation of monthly reports. This allows us to prepare any ad hoc reports you may request in the future.

While we currently do not provide a web-interface to our state relay administrators for access to any performance and traffic reports, we are willing to work with the SRA and explore how this option may be implemented to ensure confidentiality and restricted access to users.

4.1.9.3 Complaint Reports. A log of customer complaints to include, but not limited to, date the complaint was filed, the nature of the complaint, the date of resolution, and a description of the resolution.

AT&T Response:

AT&T has read and meets this requirement.

We will provide two monthly customer contact reports which will also contain customer complaints. One report provides a summary of all customer contacts. The second report provides specific information on each customer contact including the date, nature of the contact, resolution and explanation of resolution. Following please find samples of these two reports. AT&T would be happy to modify these as needed to meet the needs of the State of Colorado.



COLORADO RELAY SERVICE
Customer Contact Report
January 2011

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	3	5
Relay/OSD Related			
Other			
Total Commendations	2	3	5
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints			
III. Inquiries/Comments	Voice	TTY	Total
General Information	1		
Outreach/Marketing			
Explain Relay	4	1	5
TTY Distrib/Purchase	2		2
LEC Service	1		1
Billing/Rate			
Computer Settings			
Technical Related			
Other	3	1	4
Total Inquiries/Comments	11	2	13
Grand Total	13	5	18

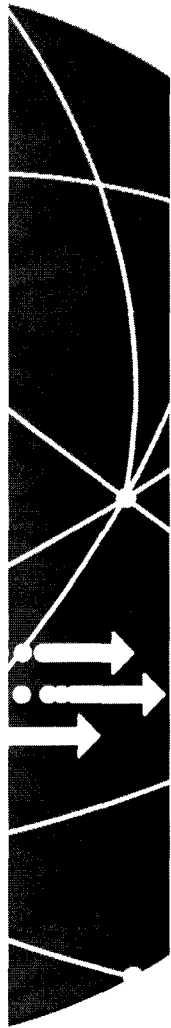


4.1.9.4 Proprietary Reports. After receiving authorization from the Colorado Public Utilities Commission, the selected Offeror may request designation of certain financial reports or proposals considered with the Colorado Open Records Act. If the Colorado Public Utilities Commission, these reports will be available only to the Colorado Public Utilities Commission and their staff, who are bound to keep information from being publicly disclosed. This information related to pricing or statistical component that reflect what is being paid for, generally, will not be considered proprietary information.

AT&T Response:

AT&T has read and will comply.

We will work closely with the State Relay Administrator and the Colorado Public Utilities Commission on determining which reports should be considered Proprietary and which reports could be made publicly available. We understand that pricing or statistical components that reflect what is being paid by the state will not be considered proprietary information.



For a complete bibliography of publications by L. J. Hall, see the author's curriculum vitae.

AT&T has read and meets this requirement.

4.21 FCC OPERATIONAL STANDARDS

4.2.1.1 Communication assistants (CA). TTS Offerors are responsible for providing their services in a manner that enables and effectively meet the specialized communication needs of individuals with hearing and speech disabilities. CAs must have complete proficiency in plain language, spelling, interpretation of typewritten ASL, and fundamental literacy skills, and must be able to converse fluently in language and etiquette. CAs must possess hearing and/or vision-related accommodations. CAs must provide a copy of a minimum 100 word vocabulary list, including words and phrases used to reach the user, at the beginning of each call. CAs must be able to control the speed of CA speed. CAs answering second calls must advise the TTS user, comply with the call for a minimum of ten minutes. CAs must inform the user if a TTS call will not start with the call for a minimum of three seconds. TTS users must be able to request to accommodate a TTS user's requested CA length of time to respond to a call. If a transfer occurs at the time the call is transferred to another TTS staff member, conversations between TTS and voice calls in real time. These same rules also apply to Captioned Telephone CAs, whenever applicable. However, captioned Telephone ways must meet the FCC's regulations under 47 CFR 22.200(c)(1) and (2) and 22.200(c)(3) for relay services and telephony services, and are described below in more detail.

AT&T has read and exceeds this requirement.



AT&T recognizes the importance of selecting highly-qualified individuals for the Communication Assistant position. Our Human Resource/ Staffing organization is skilled at hand-selecting premium candidates for our CA positions. We are so selective in our hiring process for this position, that when hiring for a recent contract win, our hire rate was near 4%. For every one hundred applicants we received, we selected only 4 to become employees and fill the CA positions that we had available. Prior to being hired, perspective employees must qualify on several tests including a Telephone Ability test, an Oral Typing Skills Test, and an Oral Proficiency Interview.

AT&T is proud of our candidate selection process that has enabled us to hire and retain a qualified and skilled workforce in relay services for more than 23 years. Over 50% of our existing CA workforce has 15+ years of experience. **AT&T has a very minimal turnover rate among our Communication Assistants. Most of our CA team has a tenure with Relay of over 15 years. Most individuals currently employed as a CAs intend to have Relay Services as their career.**

After being selected during a rigorous employment screening process, AT&T CAs are observed and tested (either pre or post employment) to ensure they

- Possess clear and articulate voice communication
- Type a minimum of 60 words per minute on an oral typing test
- Have required grammar and spelling skills
- Are able to interpret typewritten ASL
- Are familiar with speech disability culture, languages, and etiquette

AT&T CAs undergo extensive training to ensure that all relay calls are handled accurately, courteously, efficiently, and in a manner that is sensitive to the needs of relay users. Our CAs are specifically trained to provide a functionally-equivalent service to what a voice user would experience without the use of relay. During initial training, important foundational relay principles such as “relaying verbatim regardless of content” are introduced and emphasized so that our new employees understand that they need to relay ALL calls regardless of content or intent, and in a tone of voice appropriate for the subject matter being relayed. CAs are taught to be as transparent as possible on calls and do not intervene in the communication process. CAs are given macros to assist in informing the caller of background noise and other activities that may occur during a relay call.

CA Training



AT&T Relay CAs participate in a two-week initial training period of 80 hours. Our training stresses all the basic steps for processing relay calls, Disability/Cross-Cultural Training, and a variety of other related topics. The training encompasses simulated calls to help the CAs learn the material and follow appropriate call-handling steps. Prior to graduating from initial training, CAs are required to pass a series of written and skills-demonstration tests before they are allowed to process live calls unassisted. If a trainee cannot pass these tests and demonstrate proficiency, they will not be permitted to process live relay calls. CAs will be given additional instruction and coaching until they are ready to place live relay calls.

After this initial training program, CAs receive subsequent instruction as we coach them while processing live calls in the relay environment. Readily available trainers and coaches will field any questions and provide feedback to the new CAs. We're certain that our current Initial Training program meets/exceeds the requirements for Colorado TRS initial training.

Disability Awareness/Deaf Cross Culture Training

AT&T has an extensive Disability Awareness/Deaf Cross Culture Training program. All of our relay staff, including management, receives 20 hours of Initial Training devoted to disability issues including ASL "gloss," ASL style and grammar, tone of voice, hearing and speech disabled cultures, TTY etiquette, pertinent information about the needs of people who are deaf, hard-of-hearing or have difficulty speaking. This training is presented through face-to-face instruction, videos, participation in simulated role play calls, and various exercises to ensure learning has occurred. AT&T CAs are thoroughly trained to meet the communication needs of our relay customers.

AT&T's Deaf culture Training encompasses all requirements noted in the above question including topics of ASL "gloss" and grammar, deaf culture, and the special needs of hard of hearing, late-deafened, deaf-blind and speech disabled users. We implement our training programs to ensure objectivity, sensitivity, and confidentiality in relaying calls.

Following please see the high-level outline of the introductory Deaf/HOH Cross Cultural Training Outline. A more detailed agenda is available upon your request.